

Policy

It is the policy of the South Dakota Department of Social Services (DSS) to make sure that applications for program benefits and services are made available to everyone and that program benefits are granted to all who meet eligibility standards. DSS staff, programs and policies must not discriminate against clients or applicants for services because of race, color, sex, age, disability, religion and national origin. DSS must also provide fair and equal access to all of its programs and services for people with disabilities; this includes both physical access to buildings and access to programs and services.

It is a violation of the DSS Nondiscrimination Policy when inequitable practices, based on the above mentioned factors, occur in the delivery of services. Some of these practices are:

- Denying services or benefits;
- Failing to provide appropriate interpreter services;
- Limiting access to services because of inaccessible facilities;
- Failing to make reasonable accommodations to allow full participation of people with disabilities in all programs, activities and services.

A copy of DSS’ Civil Rights in the Department of Social Services manual is available at all DSS offices.

Discrimination Complaints

If you believe that DSS has discriminated against you, complete the discrimination complaint form included in this brochure and send it to the DSS Division of Legal Services within 180 days of the alleged discrimination. You can also contact the DSS Division of Legal Services by calling (605) 773-3305.

In accordance with state and federal laws, you may also file a complaint with the following agencies:

- South Dakota Division of Human Rights: (605) 773-4493
- U.S. Department of Health and Human Services, Office of Civil Rights: 1-800-362-1710
- U.S. Department of Justice: 1-800-514-0301
- U.S. Department of Agriculture, Food and Nutrition Services (discrimination in administering the Food Stamp Program): write to Food and Nutrition Services, Mountain Plains Regional Office, Civil Rights Coordinator, 1244 Speer Boulevard, Suite 903, Denver, CO 80204-3585.

Filing a complaint with the DSS Division of Legal Services does not preserve the time frame for filing a complaint with any of the external agencies listed above. You must contact each agency to determine the specific time frame (usually 180 calender days) for filing complaints with them.

After your information is received, the DSS Division of Legal Services will contact you to discuss the concerns you raise. Confidentiality cannot be guaranteed; however, information will be treated as confidentially as possible.

Retaliation

State and federal laws and DSS policy prohibit retaliation. Any person, who has filed a complaint or assisted in the investigation of a complaint, shall not be intimidated, threatened, coerced or discriminated against. Complaints of this nature must be filed within 180 days of the alleged retaliatory act.



Detach here. Fold and close with glue or tape (no staples).



Instructions: Please type or print. Read this form carefully and try to answer all of the questions. You have 180 days from the alleged discrimination to file a complaint. You must sign and date the form before mailing it to the DSS Division of Legal Services.

Name of Person Filing Complaint	
Home Address	
City/State/Zip Code	
Home Telephone Number	Work Telephone Number

Name and Position of Person who Discriminated Against You
DSS Office Location

Cause of the alleged discrimination was based on service provided by:	
<input type="checkbox"/> Adult Services and Aging	<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)
<input type="checkbox"/> Child Care Services	<input type="checkbox"/> Energy Assistance Program
<input type="checkbox"/> Child Protection Services	<input type="checkbox"/> Medical Services
<input type="checkbox"/> Child Support Enforcement	<input type="checkbox"/> Office of Recoveries and Fraud Investigations
<input type="checkbox"/> Economic Assistance	<input type="checkbox"/> Other (specify below)
<input type="checkbox"/> Food Stamps	
<input type="checkbox"/> Medical Eligibility	

Basis of the alleged discrimination:			
<input type="checkbox"/> Race	<input type="checkbox"/> Sex	<input type="checkbox"/> Disability	<input type="checkbox"/> National Origin
<input type="checkbox"/> Color	<input type="checkbox"/> Age	<input type="checkbox"/> Religion	

How were you discriminated against? State briefly what happened.

Your Signature
Date

Fold and close with glue or tape (no staples).

DEPARTMENT OF SOCIAL SERVICES
DIVISION OF LEGAL SERVICES
700 GOVERNORS DRIVE
PIERRE, SD 57501-2291

PLACE
POSTAGE
HERE

Department of Social Services
Division of Legal Services
700 Governors Drive
Pierre, SD 57501-2291
(605) 773-3305



DSS Nondiscrimination Policy:
It is the policy of the Department of Social Services (DSS) to make sure that applications for program benefits and services are made available to everyone and that program benefits are granted to all who meet eligibility standards. DSS staff, programs and policies must not discriminate against clients or applicants for services because of race, color, sex, age, disability, religion and national origin. DSS must also provide fair and equal access to all of its programs and services for people with disabilities; this includes both physical access to buildings and access to programs and services. To file a complaint of discrimination write: DSS Division of Legal Services, 700 Governors Drive, Pierre, SD 57501-2291 or call: (605) 773-3305. If you have a question regarding program services, please contact your nearest DSS office.

5,000 copies of this document were printed by DSS at a cost of ??? cents per copy.
DSS/5M/0705

South Dakota
Department of Social Services

Filing a Complaint of Discrimination

This brochure contains
general information about the
Department of Social Services’
policy on nondiscrimination and
discrimination complaint procedures.

